

# TEAM NORFOLK



EMERGENCY OPERATIONS

Council Briefing  
July 14, 2015

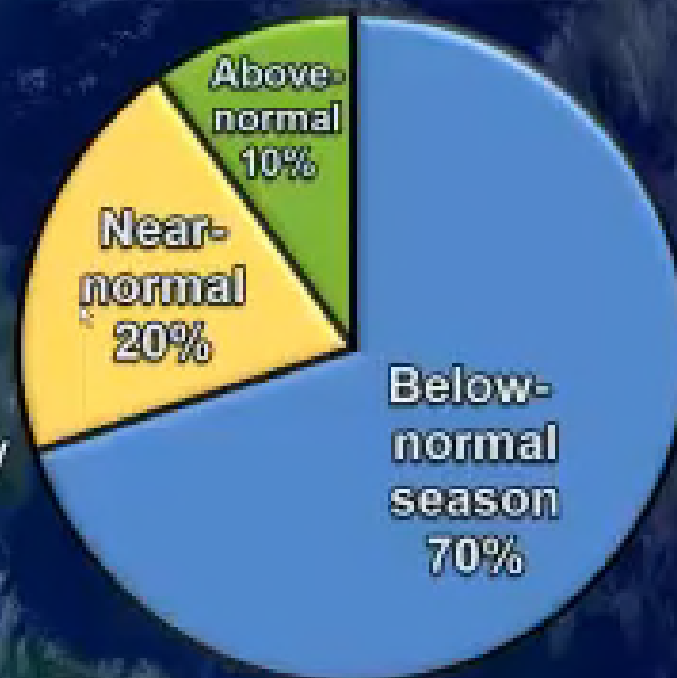
# 2015 Atlantic Hurricane Season Outlook

**Named storms:** 6 – 11

**Hurricanes:** 3 – 6

**Major hurricanes:** 0 – 2

Outlook  
probability



Be prepared: Visit [hurricanes.gov](http://hurricanes.gov)  
and follow @NWS and @NHC\_Atlantic on Twitter

# Tropical Cyclone History

Data from 1949 in the Pacific, from 1851 in the Atlantic



**IT ONLY TAKES ONE!**

**Have a Disaster Supply Kit  
Have a Plan  
Stay Informed  
Stay Involved!**



# Key Issues

- Importance of Personal Preparedness
- Unity of Effort
  - Public / Private / Faith-based partnerships
- Communications / Information to Community
- Sheltering
  - Emergency Power (Berkley Recreation Center)
  - Accessibility / Special Needs
  - Pet Sheltering
  - Staffing
- Evacuation Strategies
- Operation Brother's Keeper

# Naval Post Graduate School *Center for Homeland Defense & Security*

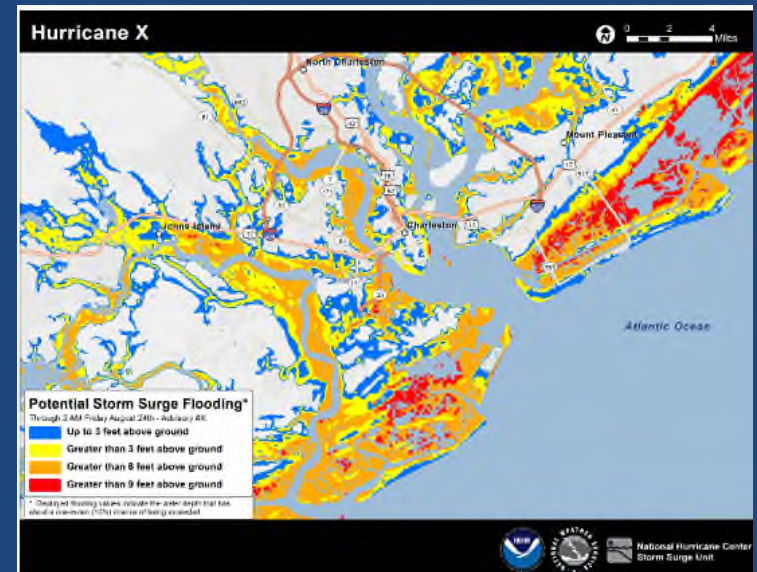
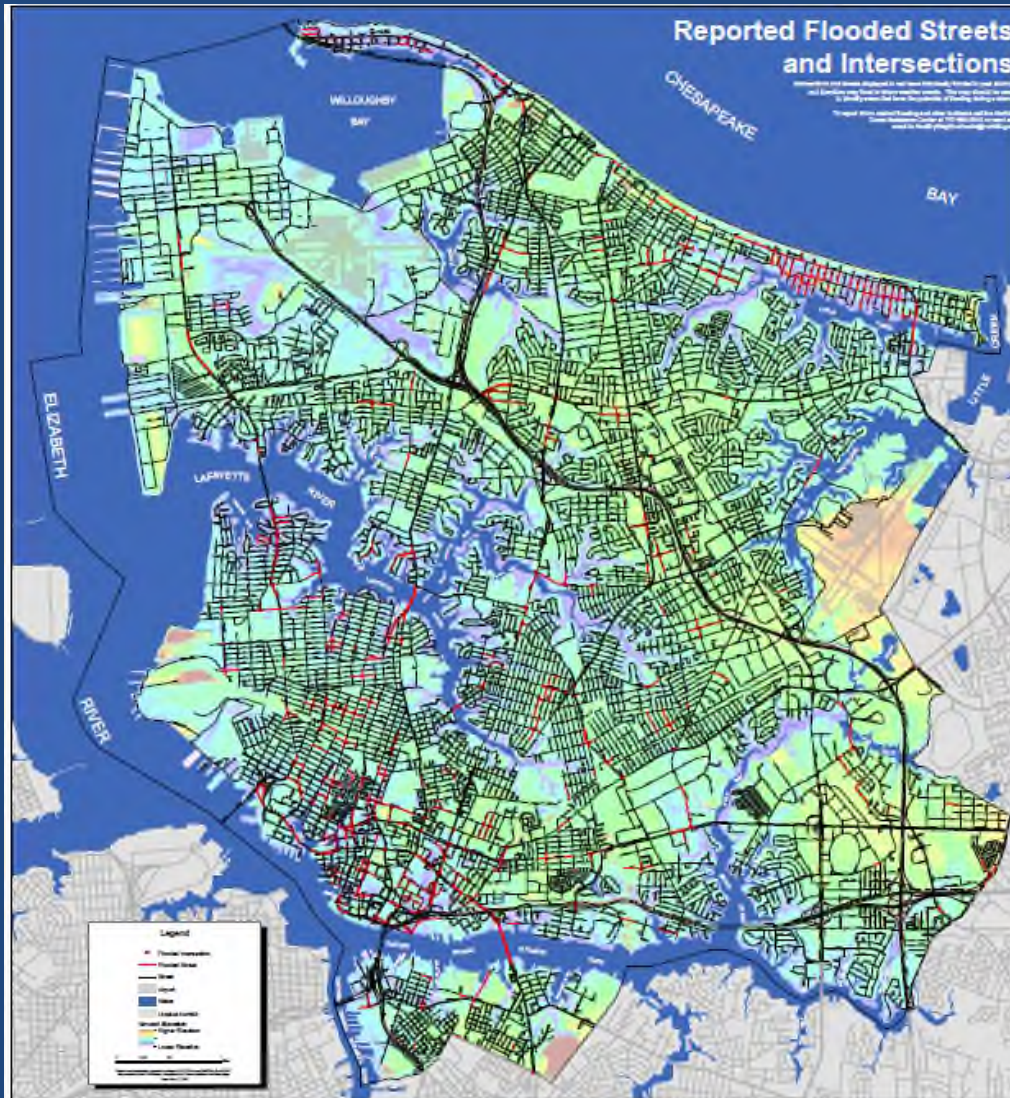


## Preparedness Night with the Norfolk Tides

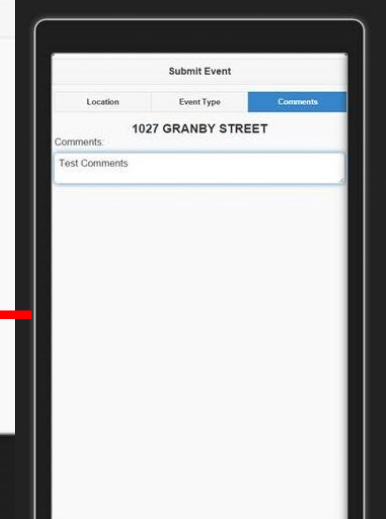
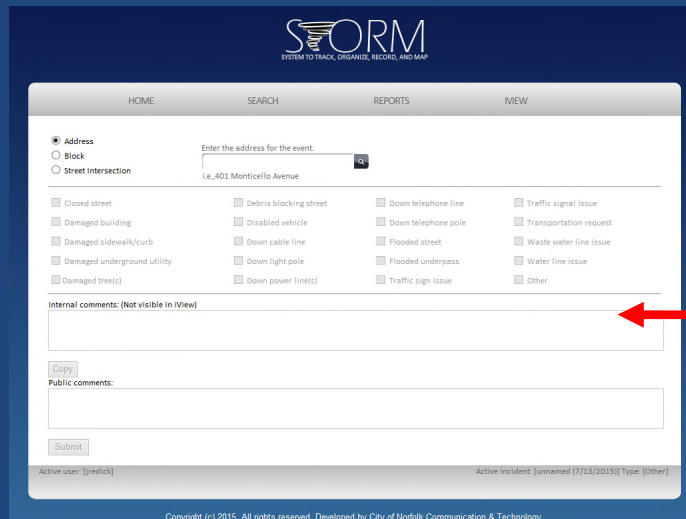
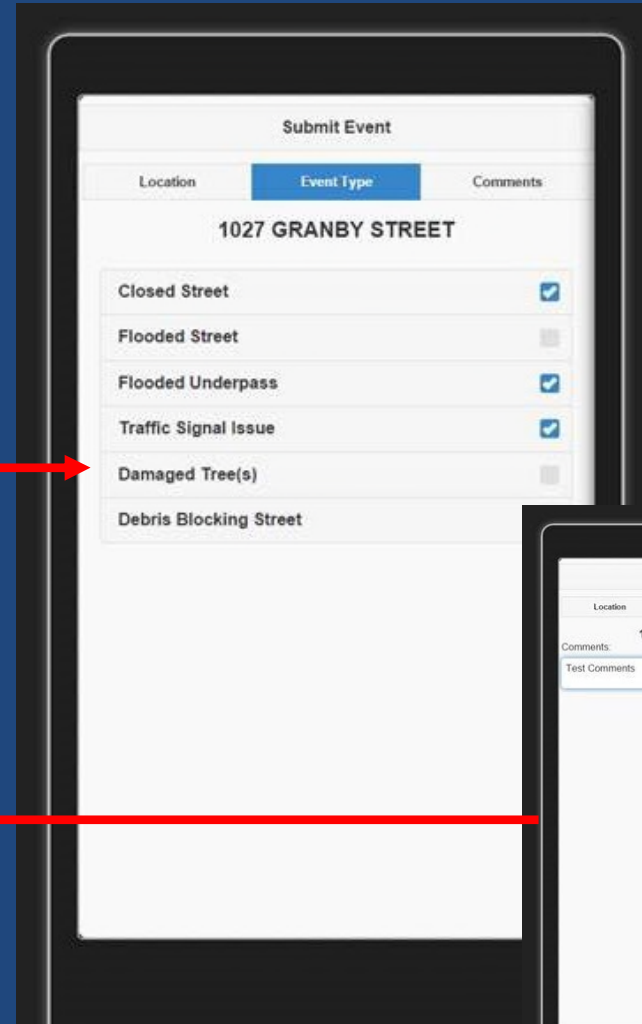
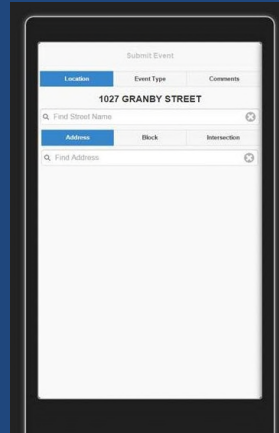
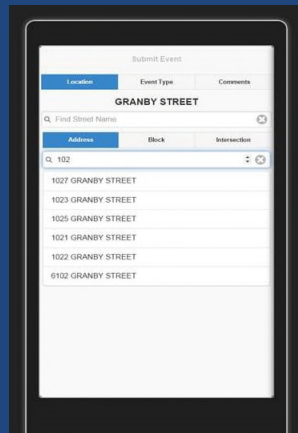
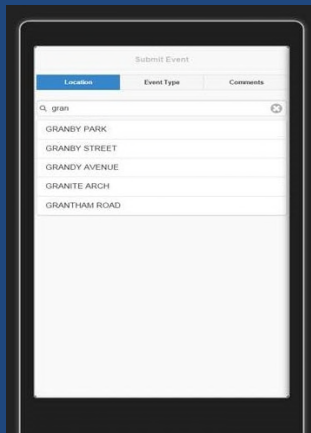
*June 29, 2015*



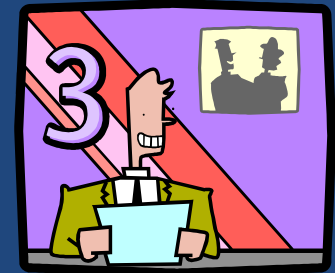
# Mapping Tools



# GIS Citizen App



# Keeping Norfolk Inform



(757) 664-6510  
TDD/TTY #711



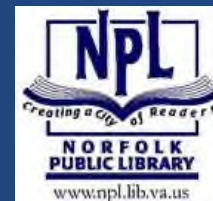
Norfolk.gov



(S.A.M.E.)



91.1 WNSB





## Topics

- Team Norfolk's Emergency Operations and Resilience Framework (OEM)
- Severe weather – what you need to know
- Hurricane Season – what you need to know
- Winter storms – what you need to know
- Winter Weather Response and Expectations
- Tropical Storm / Hurricane Response and Expectations
- Recurrent Flooding and Sea Level Rise – what's being done and what can you do?
- What happens when I call 911?
- Social Media during a disaster
- Evacuation
- What to expect at an emergency shelter
- Steps through the Disaster Recovery Process (OEM)
- Disaster-Related Insurance Coverage (FEMA or SCC)
- Post-Disaster Power Restoration (Dominion)
- GIS Capabilities – Tools at your disposal!
- Alert/Notification methods in Norfolk
- Volunteer Opportunities
- Giving during disaster (donations, etc...)
- Winter Weather Response and Expectations
- Who You Gonna Call? IMPACT CENTER!
- Where to Park?
- Generator Safety (keep? Or encourage official training?)
- Trouble Trees and what to do about them / Trees on Power Lines...
- My Tree fell on someone else's house!
- Chainsaw Safety
- Emergency Preparedness Kit
- Special Needs Individuals / Caretakers
- How to deal with extreme heat
- Post-incident consumer awareness
- Extended outages – how to get by!
- What is YOUR role in disasters?
- What is Storm Surge??
- Are your Pets Prepared?
- Smart Shopping – Build a Kit on a Budget
- Kid Preparedness (with kids). Partner with Sesame Street?



# Sheltering

Emergency Power

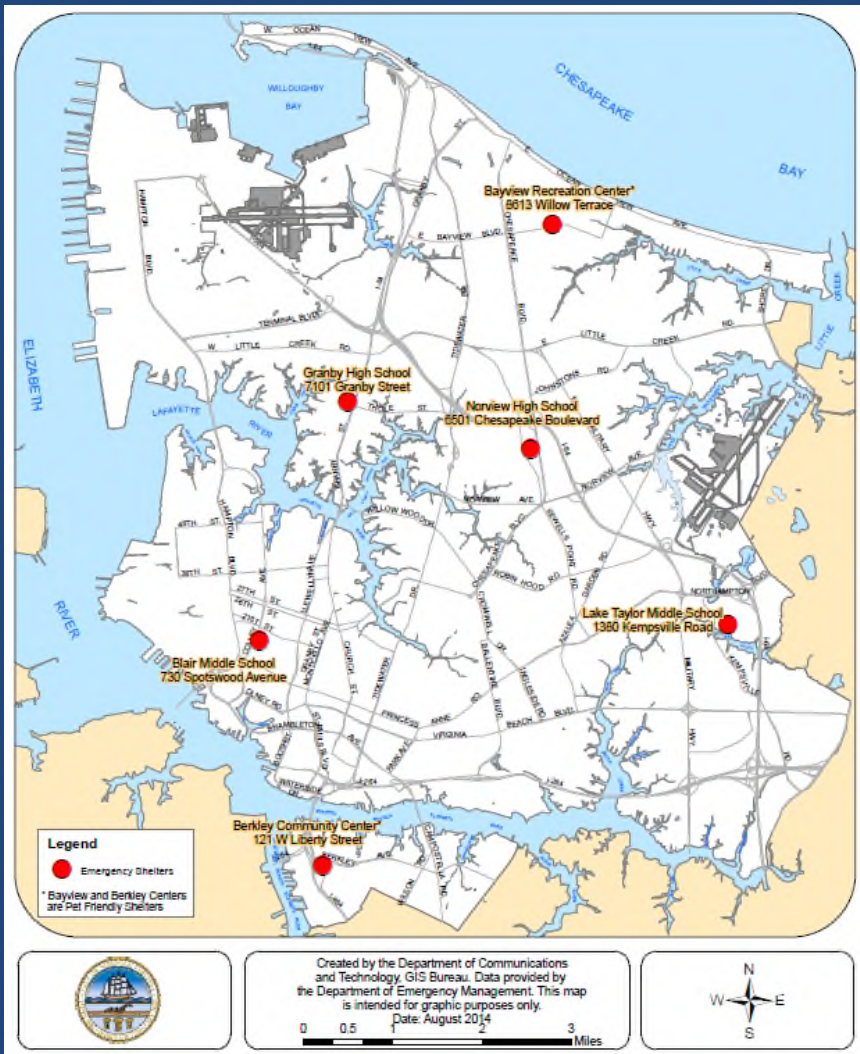
Access and Functional Needs

Pets

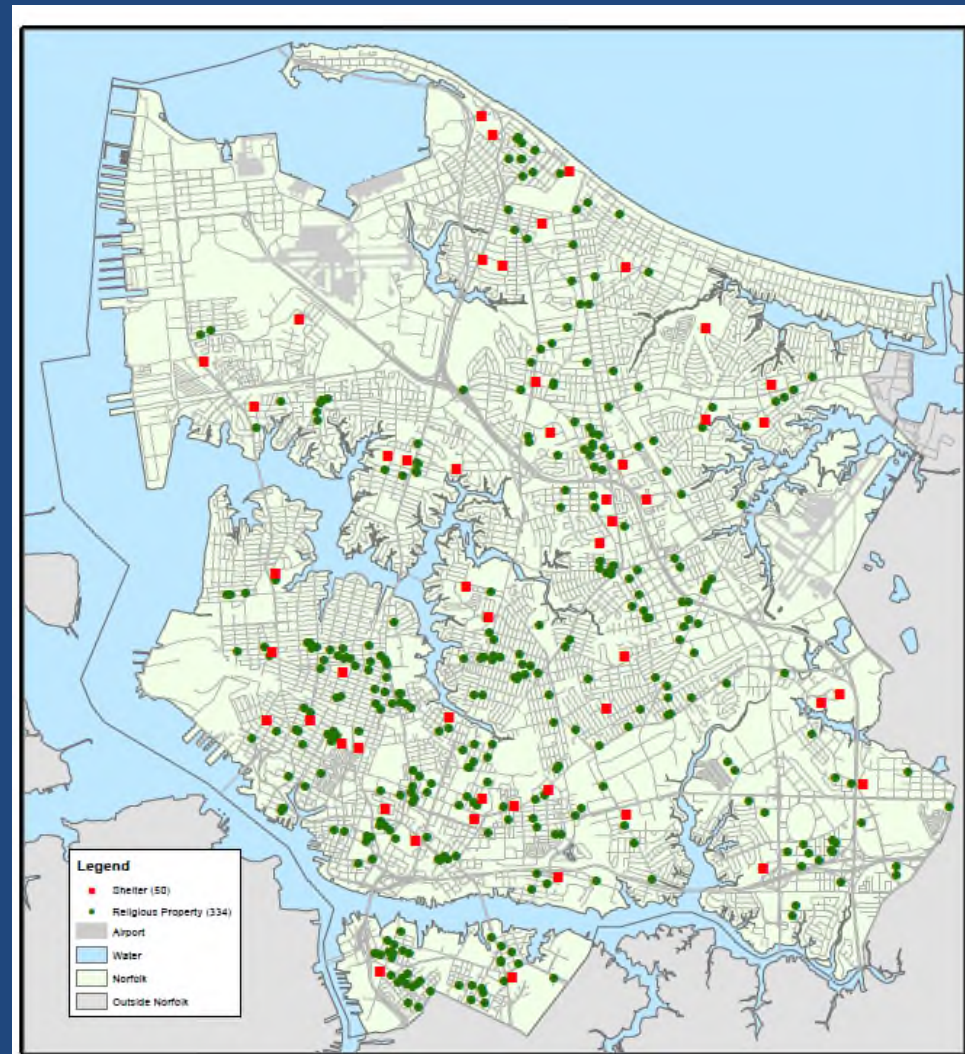
Locations/  
Staffing

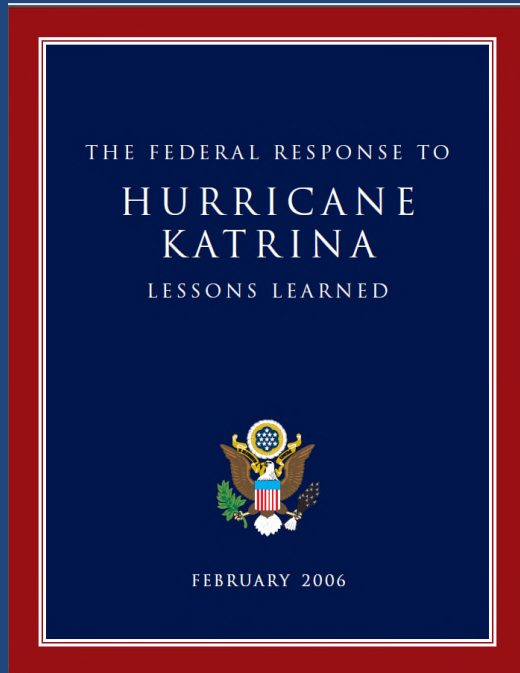


# Main Shelters



# Houses of Worship



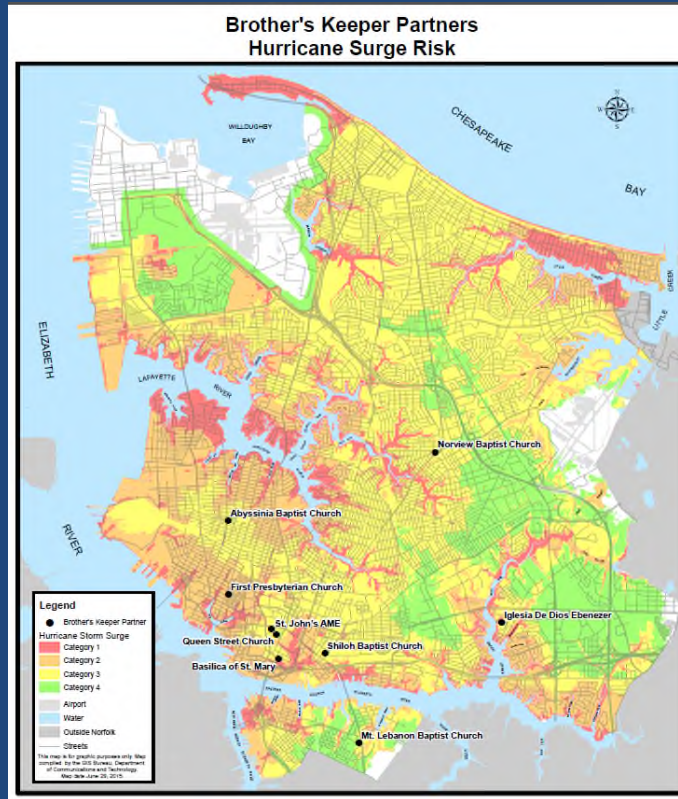


Still, State and local officials knew that tens of thousands of Gulf Coast residents either could not or would not evacuate. A large number of residents who did not own a vehicle depended on relatives, neighbors, charitable organizations, or public transportation to evacuate; New Orleans hurricane plans estimated that over 100,000 residents did not own an automobile. Evacuation also presented particular risks to the special needs population, which includes older adults and individuals with a disability. Individual and institutional caregivers faced the difficult choice between the dangers of evacuation and attempting to ride out the hurricane. In an effort to reach as many citizens as possible, Governor Blanco and her staff contacted clergy throughout Saturday night and early Sunday morning to ask them to urge their parishioners to evacuate immediately. In addition, Louisiana churches had implemented **“OPERATION BROTHER’S KEEPER,”** a program developed to help evacuate those who lacked transportation, but only four congregations were participating in the pilot program when Hurricane Katrina made landfall. (Fed Response to Katrina, p. 6)

# OPERATION BROTHER'S KEEPER



DHS Center for Faith-based & Neighborhood Partnerships



Queen Street Baptist Church

Shiloh Baptist Church

FIRST PRESBYTERIAN CHURCH

*Sheltering (and Shelter Staff Support)*

*Mass Feeding*

*Resource Distribution*

*Messaging to Congregants*

*Prayer Warriors*

*Specialized Training*

Norfolk teams with local churches for hurricane preparedness





# Evacuation

Governor's Review

3-Phased Approach

Realistic Expectations

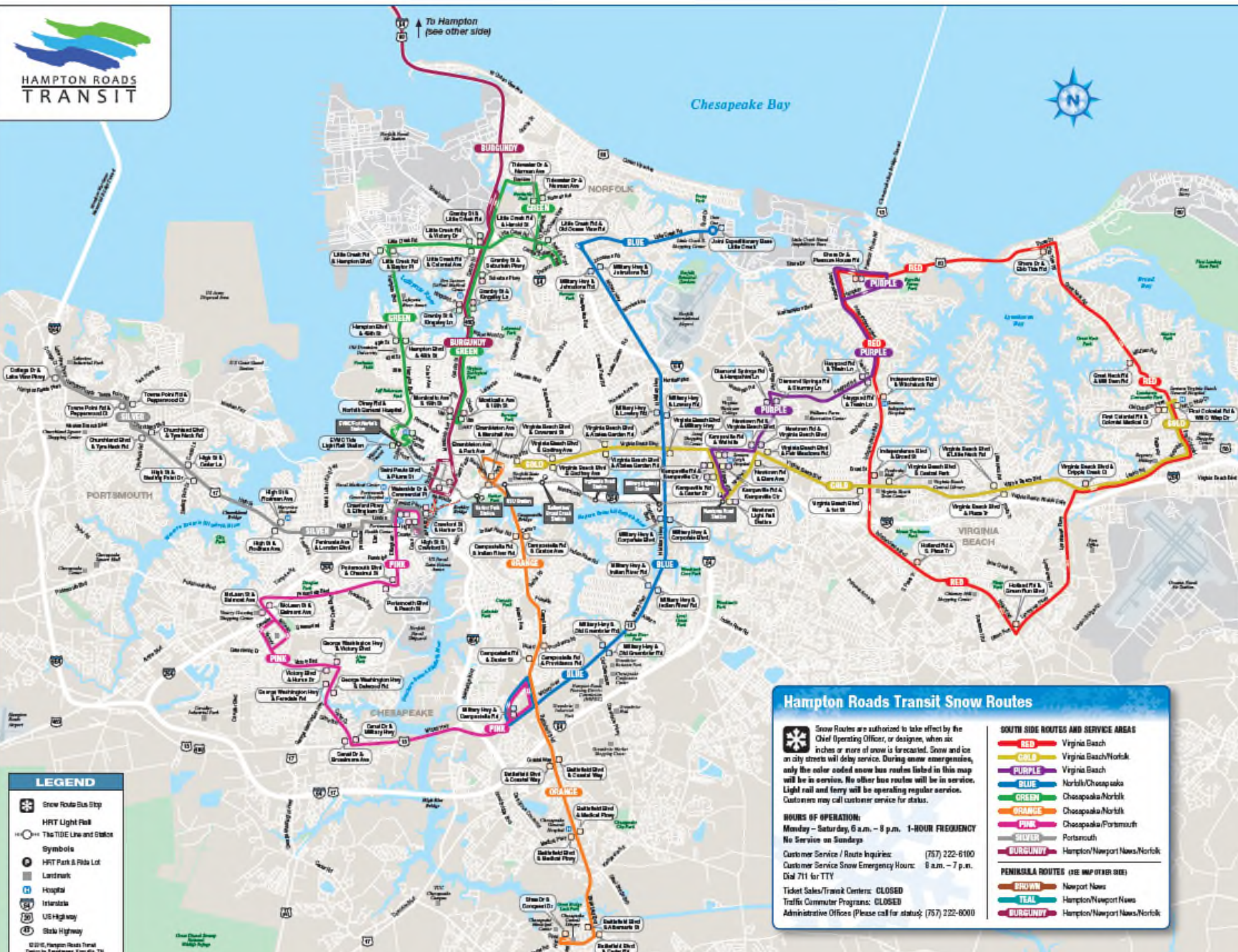
Re-routing Traffic

Building Capacity




To Hampton  
(see other side)

Chesapeake Bay



### Hampton Roads Transit Snow Routes

 Snow Routes are authorized to take effect by the Chief Operating Officer, or designee, when six inches or more of snow is forecasted. Snow and ice on city streets will delay service. During severe weathering, only the color coded snow bus routes listed in this map will be in service. No other bus routes will be in service. Light rail and ferry will be operating regular service. Customers may call customer service for status.

**HOURS OF OPERATION:**  
Monday – Saturday, 6 a.m. – 8 p.m. 1-HOUR FREQUENCY  
No Service on Sundays

Customer Service / Route Inquiries: (757) 222-6100  
Customer Service Snow Emergency Hours: 8 a.m. – 7 p.m.  
Dial 711 for TTY

Ticket Sales/Transit Centers: CLOSED  
Traffic Commuter Programs: CLOSED  
Administrative Offices (Please call for status): (757) 222-6000

#### SOUTH SIDE ROUTES AND SERVICE AREAS

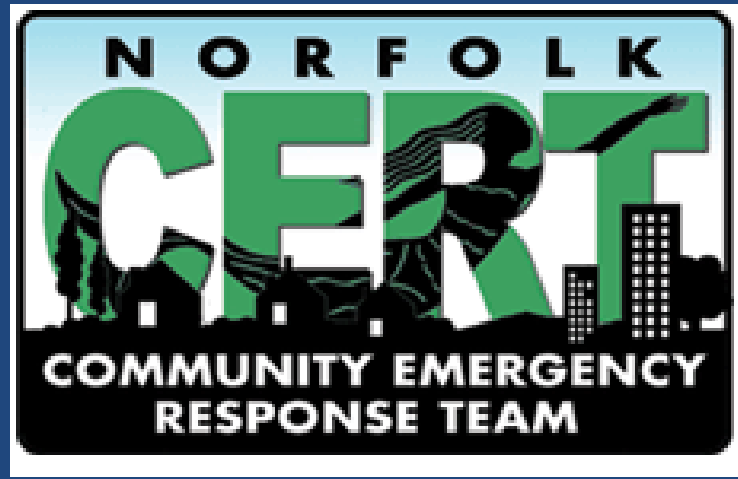
- RED** Virginia Beach
- GOLD** Virginia Beach/Norfolk
- PURPLE** Virginia Beach
- BLUE** Norfolk/Chesapeake
- GREEN** Chesapeake/Norfolk
- ORANGE** Chesapeake/Norfolk
- PINK** Chesapeake/Portsmouth
- SILVER** Portsmouth
- BURGUNDY** Hampton/Newport News/Norfolk

#### PENINSULA ROUTES (SEE IMPACTOR SIDE)

- BROWN** Newport News
- TEAL** Hampton/Newport News
- BURGUNDY** Hampton/Newport News/Norfolk

#### LEGEND

-  Snow Route Bus Stop
-  HRT Light Rail
-  The TIDE Line and Station
-  Symbols
-  HRT Park & Ride Lot
-  Landmark
-  Hospital
-  Interstate
-  US Highway
-  State Highway

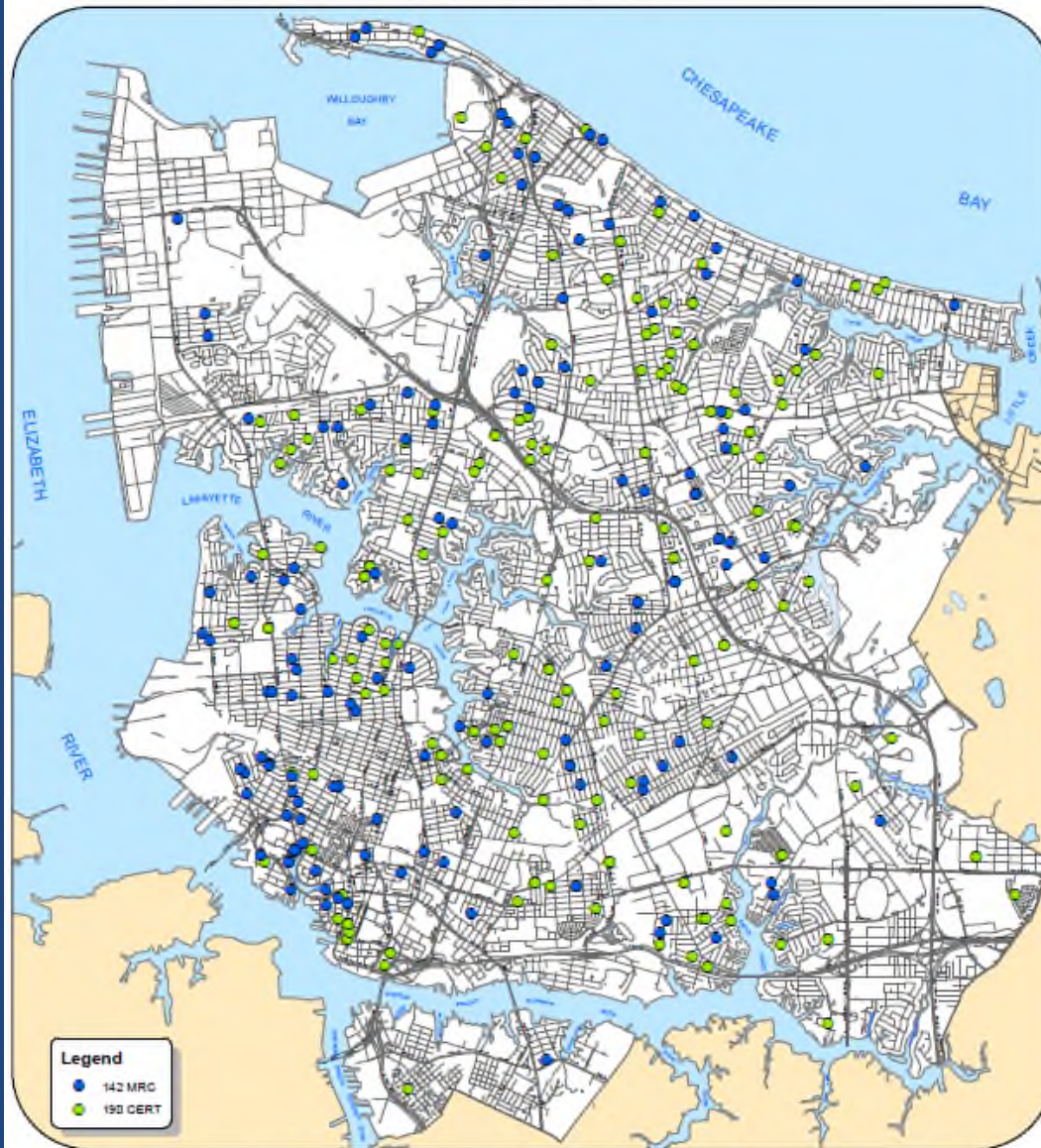


**Disaster Preparedness  
Disaster Fire Suppression  
Disaster Medical Operations  
Light Search and Rescue  
Disaster Psychology  
Practical Exercise / Simulation**

**Contact: Scott Mahone (757) 441-5600 / [scott.mahone@norfolk.gov](mailto:scott.mahone@norfolk.gov)  
Website: [www.norfolk.gov/Emergency/cert](http://www.norfolk.gov/Emergency/cert)**

# MRC and CERT Addresses

City of Norfolk, Virginia



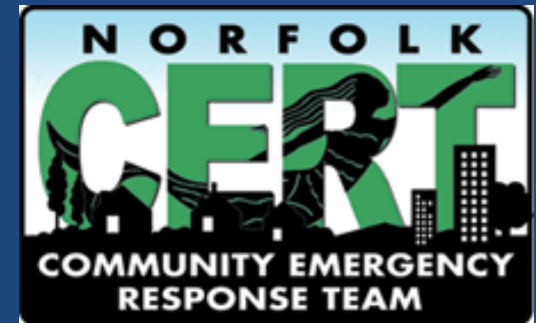
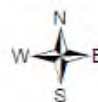
## Legend

- 142 MRC
- 150 CERT



Created by the Department of Communications and Technology, GIS Bureau. Data provided by the Department of Emergency Management. This map is intended for graphic purposes only.  
Date: June 2014

0 0.5 1 2 3 Miles



Norfolk  
VIRGINIA



*Does Not Include All  
Volunteer Partners*

# Join Team Norfolk!



757-441-5600 / [james.redick@norfolk.gov](mailto:james.redick@norfolk.gov)

# Questions?



# Thank You!